



Qazvin University of Medical Sciences

Faculty of Health

Thesis Submitted for the Degree of M.Sc of Health services Management

Title

**Analysis of waiting time and satisfaction of patients
referring to the social security specialist polyclinic of
Imam Hossein Hospital in Zanjan in ۲۰۱۷**

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Abstract

Background and aim: The patient's waiting time for outpatient services, the length of time a doctor's visit to provide services and the outpatient satisfaction of the services provided is one of the most important indicators of the effectiveness of hospital services. The waiting time is a barrier against patient access to care and important factors in patient dissatisfaction. One of the methods of waiting time management is a method for analyzing the flow of patients in the service center. The purpose of this study was to determine the waiting time and satisfaction of patients referring to the specialty polyclinic of Imam Hossein Hospital in Zanjan city.

Material and method: Cross-sectional study was intended to determine the average waiting time and patient satisfaction referring to Poly Clinic Hospital of Imam Hussein took the city in June ۲۰۱۷. The sample size was ۳۹۲ patients who were referred to the clinic for the purpose of obtaining specialist counseling. The data were gathered by simple sampling method and the data were obtained by means of time measurement, observation and questioning. Structural equation modeling and analysis of variance were used for inferential analysis. In the process of preparation, processing and testing of hypotheses, software LISREL ۸/۵ and SPSS ۲۴ were used.

Results: Based on the obtained data, the average waiting time for the admission unit was ۱۶ minutes, the laboratory was ۱۴ minutes, the radiology was ۲۷ minutes, the pharmacy was ۵ minutes, and the average waiting time after the admission until starting visit was ۱۲ minutes and the average visit time was ۹ minutes. The mean for patient satisfaction variable was ۳,۳۸۴ from ۵ points (average satisfaction grade). The waiting time for patients to receive services in different units and the duration of the visit was comparable to those of the standard in the standard range. A unit of radiology with an average of ۲۷ minutes is one of the bottlenecks in outpatient outpatient facilities at the clinic. Testing hypotheses about the effect of waiting time on patient satisfaction showed that waiting time in admission units, physician's room, pharmacy, radiology and laboratory affects patients' satisfaction.

Conclusion: The results of the hypothesis test showed that the waiting time in laboratory units and admission had the most impact on patients' satisfaction. According to the findings of the study, the presence of the system of reception, the lack of optimal use of waiting time for patients and poor communication of the staff of the polyclinic with patients were the most important causes of patients' satisfaction. Also, the findings showed that the type of admission system, the type of clinic specialty, The number of patients and the frequency of visits affected patients' satisfaction.

Key words: Waiting time, Path Analysis, Patient, Satisfaction, Specialized Clinic, Effectiveness.